

HEY STRANGER TERMS & CONDITIONS

Hey Stranger Business Directory reserves the right, at its sole discretion, to change, modify, add or remove portions of these Terms and Conditions at any time and without prior notification.

PRIVACY POLICY TO OUR ADVERTISERS

We are committed in protecting your privacy. Authorized employees within the company are on a need to know basis and only use the information collected from individual customers. We constantly review our systems and data to ensure the best possible service to our customers.

CONFIDENTIALITY

Client records are regarded as confidential and therefore will not be divulged to any third party, other than to the Businesses if legally required to do so to the appropriate authorities. We will not sell, share, or rent your personal information to any third party or use your e-mail address or contact details for unsolicited mail or services. Any services sent by Hey Stranger Business Directory will only be in regard with the provision of agreed services and products as agreed with our client(s)

ONE BUSINESS PER ADVERTISEMENT

ALL listings will first go through an Approval System via the Hey Stranger Business Directory board to ensure that non-appropriate and explicit content businesses find their way onto our Business Directory. Hey Stranger Business Directory will not accept more than one listing per advertisement. If you own more than one different type of Business in one town/suburb, you need to advertise each Business separately. Any advertiser found to be using the enquiries from a listed Business on our Directory to fill another unlisted Business will have their advertisement removed immediately – no questions, no refunds. For the protection of every user on the Hey Stranger WhatsApp Business Directory we do limit the number of advertisers. (Waiting lists sometimes apply.)

ACCURATE INFORMATION

We strive to provide the public with Accurate, up-to-date information. You as the advertisers are obliged to update us with any important changes that take place at your Business via email.

ADVERTISEMENT AND ADDITIONAL SERVICES

Strictly designed images will be allowed on our WhatsApp Business Directory, simply because it's easier for customers to save your details. Any and all adverts posted on Hey Stranger's WhatsApp Business Directory must have the "Access code" on, provided to you by Hey Stranger Administration Team with Registration. This way we can control our user's rights to advertise and prevent unauthorised (undesirable) Content. Any adverts posted without this code will be removed immediately. As a registered customer you are allowed to use your own designs (with Access Code). All designs must be in (A4-A5) high resolution and in Jpeg format.

Hey Stranger offer designing, and marketing services at an additional cost. Any requests on a design created by Hey Stranger must be arranged one week prior to your event. All information must be provided via email. On approval of any of our additional services, payment must be made immediately. Exceptions can be arranged upon agreement with Hey Stranger Administration Team.

LEADS AND REFFERALS

We limit the number of advertisers on Hey Stranger's WhatsApp Business Directory to ensure the best services for both our advertisers as well as Customers. Hey Stranger simply provide leads to your company, and are therefore not deemed to close any sale or deals for you. This is merely your responsibility to contact your clients. We provide you a monthly statistic on all leads and referrals according to our customer request.

FEEDBACK & RATING

Customer services are of utmost importance to us, therefore we allow our clients to send us feedback on the services provided by your Business. Hey Stranger will not be held responsible for any business arrangements made between you and your client, however should we receive any negative feedback from any of our clients you will be notified. We urge you to handle your clients in a civil matter to prevent us from dismissing you from our Business Directory. Hey Stranger Business Directory has the right to use any positive feedback from clients on Social media for marketing purposes.

APPROVAL AND CANCELLATIONS OF BUSINESS LISTING:

Once your business listing has been approved you will be notified via email. This process can take up to 2-3 working days. A minimum of 72 hour notice of cancellation is required, via email. Any other means will not be accepted subject to confirmation in writing. Our once-off Registration Annual Fee has been implemented to secure your advertising space. Annual Fees are non-refundable upon cancellation of our services. No refunds will be offered where a Service is officially listed onto Hey Stranger Business Directory.

PAYMENT & INVOICES

On Approval of your listing you will receive and Invoice according to the package/s selected. You will be provided with a Registration access code which will allow us to identify your advertisements on Hey Stranger's WhatsApp Business Directory. (See Advertisement and Additional Services) The Annual advertising fee is payable on invoice. Our Terms are payment in advance.

COMMUNICATION

We have several different e-mail addresses for different queries. Any and all enquiry has to be made thru email by our customers to ensure backup for future references.

In using our WhatsApp Business Directory services, you are deemed to have read and agreed to the following terms and conditions.

WE ONLY DO BUSINESS WITH OUR CLIENTS UNDER THESE TERMS AND CONDITIONS. WE ARE NOT BOUND BY CONDITIONS OR INSTRUCTIONS BY ADVERTISERS WHICH CONFLICT WITH THESE TERMS AND CONDITIONS.

THIS IS THE PROPERTY OF HEY STRANGER PTY LTD